

Child Care Subsidy Vendor Contacts

Vendor Type	Vendor Enrollment	Subsidy Issues— Authorizations	Subsidy Issues— Payment	POS Device Issues	CommonHelp/ DSS Help Desk
Level 1 MRR	Begins with referral from Local DSS to Child Care Aware of VA	Local DSS— Child Care Worker	CommonHelp/ DSS Help Desk: 855-635-4370	Xerox Vendor Help Desk: 877-918-2776	855-635-4370
Level 2 MRR	Begins with referral from Local DSS to State / Subsidy Program				

Level 1 MRR—Unlicensed
Unregulated Vendors, including Family Day Homes and In-Home Vendors
Voluntarily Registered Family Day Homes
Religiously Exempt Child Day Centers
Local Government-Approved Recreation Programs
Certified Preschools

Level 2 MRR—Licensed
Licensed Family Day Homes
Licensed Child Day Centers (including Short-Term Child Day Centers)
Local Ordinance Approved Vendors
Licensed Family Day System-Approved Family Day Homes
Department of Education-Approved Child Care Programs
Child Care Centers run by the United States Department of Defense

Statewide Licensing Information

Central Licensing Office 804-662-9773
Valley Licensing Office 540-332-2330
Northern Licensing Office 540-347-6345

Fairfax Licensing Office 703-934-1505
Peninsula Licensing Office 757-247-8020
Western Licensing Office 276-676-5655

Eastern Licensing Office 757-491-3977
Piedmont Licensing Office 540-204-9624

Child Care Aware of Virginia (CCAVA)

Child Care Aware of Central VA 1-800-650-2085
Child Care Aware of Western VA 1-800-681-0079
Child Care Aware of Piedmont VA 1-800-681-0096

Child Care Aware of Eastern VA 1-800-650-2126
Child Care Aware of Northern VA 1-800-650-2117

Child Care Subsidy Vendor Contacts

Vendor Web Portal

www.vaecc.org

VAECC Customer Service

877-918-2322 (For parents with problems with system usage or pinning card)

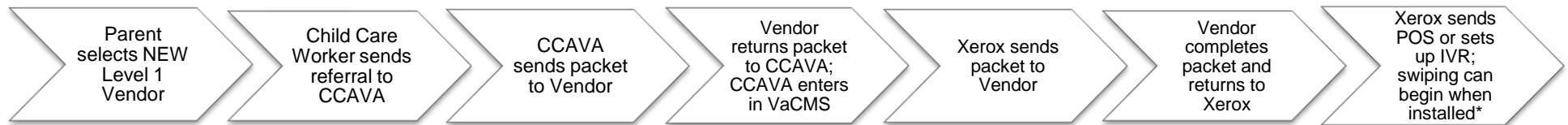
Xerox Vendor Help Desk

877-918-2776 (For vendors with problems with system access or POS devices)

CommonHelp/DSS Help Desk

855-635-4370 (For vendors with questions about attendance or payments)

Vendor Enrollment and Management—**Unlicensed (Level 1) Vendors** Managed by Child Care Aware of Virginia's Regional Child Care Resource Centers



Vendor Enrollment and Management—**Licensed (Level 2) Vendors** Managed by VDSS Subsidy Program



- * When enrolling in the subsidy program, **vendors should wait to receive packet** (with prefilled forms and Vendor ID) from Xerox
- * Xerox new address (3/4/13): Xerox State & Local Solutions, Sort Code SGS, 100 N. Mustang Rd., Yukon, OK 73099
- * Xerox activates IVR system access along with POS device; vendors can begin using IVR when notified
- * All vendors/parents have access to IVR from the vendor's phone